

Rapping Paper

Winter 1989

Don't Worry, Be Happy - 1989

by Danny Paul

"An infectious bit or island inclined Jazz infected pop that is giddy and good natured enough to turn a forced march into a dance contest" so wrote a commentator about Bobby McFerrin's song "Don't worry, be happy".

I am generally a classical music fan; by that I mean my radio is permanently turned to either CJFT or CBC - mostly to listen without advertisements. The other day, giving in to the friendly persuasions of the younger generation, I decided to watch for McFerrin's song. And it came, believe it or not, through CHUM. I was impressed!

I was curious to find out more about this singer; and read that he didn't get what he wanted from his parents because, in his own words, "They were busy dealing with their own pain". Yet from his shy at school, cry baby (childhood) days, came this simple but beautiful song that has been a source of blessing and encouragement to many.

This being the first issue of Rapping Paper for 1989, instead of the traditional happy new year greetings, the men and women of Central Services join the chorus with Bobby McFerrin and say, to our customers "Don't worry, be happy".

Danny Paul is the Manager of the Materials Distribution Centre (MDC) and can be reached at 978-6460.

Editor: B. Doucet, 978-2587



What Is An Order?

by Dominic Roopnarinesingh

Is it words of wisdom from the Boss? Maybe from your mate? Or is it what you follow when you wish to "pass the buck"?

In the Buying Office, an order is a written notification of the need for goods/services that are required yesterday. The operative word being "written". The word written is quite different from scribble or jot. Scribbling and jotting might certainly be quicker or even more pleasing to the scribbler, but it is not writing that can be read by anyone other than the originator. The consequence of an order that requires translation is - delay. In some cases this translation can lead to the wrong item being ordered. That not only is costly to the researcher but can also lead to additional aspirin costs to the person responsible for the translation.

Therefore to ensure that your orders are placed promptly and accurately, please take the time to write clearly and legibly when filling out your requisition form.

Dominic can be reached in the MDC Buying Office at 978-7401.

To Fold Or Not To Fold

by Janet Blakely

The Specialized Mailing Service wants to serve you better. When presenting pre-folded paper for insertion into envelopes, please ensure that the paper is folded the "standard three-fold way" and not in an "accordion" style. Our Mastermailer does not accept accordion folded paper which means they must be inserted manually. Better yet, you can save the time and effort, and let Specialized Mailing do your folding for you. It's inexpensive and efficient. For a free estimate, or should you have any questions about a project, please call Janet Blakely, Client Service Representative at 978-8156.

What's New?

by Penny Hay-Roe

Central Services is always thinking of ways to make life a little easier for our clients. Our Duplicating Service takes care of our clients' large photocopying jobs relieving them from spending their valuable time at the photocopier. Our clients are thrilled that our Specialized Mail Service can process their large mailings at a low cost. And finding quality temporary staff is a breeze when our clients call Temporary Personnel Services.

We are here to serve you. If you have any suggestions for new services that you would like to see - call us. We'd love to help you out. We are currently developing future service possibilities including convenient on-site WordPerfect training.

For more information on WordPerfect training, contact Penny Hay-Roe at 978-5123.



Congratulations

Congratulations go out to Mike Dodds who has been promoted to Photocopy Consultant/Supervisor within Office Services. Mike replaced Brenda Bradshaw who has transferred to the Buying Office of the Materials Distribution Centre. Mike joined Central Services in 1985 as a Photocopy Machine Operator in the Medical Sciences Bldg. Photocopy Centre. In this new role Mike is responsible for the efficient operation of equipment, training of staff and supervision of the Banting and Medical Sciences Building's Photocopy Centres as well as 17 Satellite Copy Centres throughout the Faculty of Medicine and the University. He'll be making quality control visits to each centre on a regular basis ensuring that all equipment is in prime operating condition, that ample supplies are on hand and that staff members operating the equipment are knowledgeable in the use of the equipment. In his role as consultant Mike can aid you in assessing your current and/or future photocopy requirements. If you need assistance, give Mike a call at 978-8915.



Christmas 1988 — “The Toyland Express”

Once again as the festive season approached, the Staff of Central Services got the Christmas spirit. As a result, the “Toyland Express” train chugged its way into the Hospital for Sick Children carrying an array of stuffed animals and a variety of other toys to fill the stockings of all the children. The TPS ‘temps’ also joined in the festivities which made this year’s contribution of toys even larger.

Thanks to all “Central Services’ Santas” and a special thanks to Diane Lysko’s son for making the “Toyland Express” a reality.



Are You Aware...?

by Vince Alaggia

We now stock thermal paper for facsimile machines. The paper comes packaged six rolls per box. You can also order per roll, one at a time. This paper is designed for use in such models as Panafax, Canon, Sharp and many others. Phone and tell us what type of FAX you have and we’ll let you know if our paper is for you. The price is very competitive!

We also stock...

- HPLC water, not to mention Methanol and Acetonitrile.
- Millipore HV and GV “Durapore” membrane syringe filter units.
- “Antiodorant” lotion soap, 450 ml.
- Individually wrapped serological pipettes 1.5 and 10 ml.
- White board markers, assorted colours.
- Vials, wide mouth, scintillation 20 ml.

These are just a few of the newer items added to our comprehensive stockrooms.

MDC Stockrooms, Best Institute - Vince/Glenn/Wilson - 978-8817, Medical Sciences Bldg. - John/Rick/Gary - 978-8783

If Anything Goes Bad, I Did It!

by Danny Paul

The Materials Distribution Centre (MDC) is a diversified group. We call ourselves the “MDC Team”. The other day I saw an article and thought it reflected in a small way how the MDC Team operates. The article is entitled:

A Word From the Coach

“I’m just a plowhand from Arkansas, but I have learned how to hold a team together. How to lift some men up, how to calm down others, until finally they’ve got one heartbeat together, a team. There’s just three things I’d ever say:

If anything goes bad, I did it.

If anything goes semi-good, then we did it.

If anything goes real good, then you did it.

That’s all it takes to get people to win football games for you.

Bear Bryant”

So, if anything goes bad, I did it. Please do not wait for a questionnaire, let me know about it —978-6460.

C’mom Make My Day!

by Laura Fitzsimmons

I love orders and there is nothing I enjoy more than to be kept busy all day long and be run right off my feet! So C’mom Make My Day and give me a call. It’s as easy as 978-5123. Just think, with one phone call your staffing problems could be over. I know you’re probably a bit hesitant to call because good help is hard to find but at 978-5123 our temps are:

Totally dependable

Professional & experienced

So efficient

At TPS we also offer fast and friendly service, reasonable rates, and internal staff (Penny & Laura) who really care about your needs!

Laura & Penny can be reached at Temporary Personnel Services 978-5123.

The First Step

by Danny Paul

Carl received his certificate for the "Principles of Buying" Course given by the Purchasing Management Association of Canada (PMAC). The reader may wonder who is Carl and what is so great about this certificate? Well, if you do not know him already, Carl Bent is the new Purchasing Officer in MDC; and as far as professional purchasing is concerned, the first and most important step is to take the Principles of Buying Course.

A White Paper on the purchasing profession was developed a few years ago outlining the kind of changes that would take place in the near future. The paper forecasted that the "impact of social and technological change would have a profound effect on the purchasing function, an occupation which has been historically on a low profile. Purchasing will reach the corporate stage center and by 1990, universities will be graduating students with a degree in Materials Management.

It was interesting to read in Vista, a publication by the Ontario University Purchasing Management Association, October 1988 issue, that the Purchasing Department of Carleton University is encouraging their employees to take courses and seminars given by PMAC. The publication also stated that the University of Waterloo's Purchasing Department recently implemented a policy establishing buying positions prerequisites that are directly tied in with the certificate levels of the PMAC.

Carl is the latest to take the first step and join the ranks of professionals.

For further information on the Principles of Buying Course or any professional development program in purchasing, you may contact MDC Purchasing Officer, Dominic Roopnarinesingh at 978-7401.

Our Computer - Did Not Replace People, However It Changed What We Do And How We Do It!

by Tim Chiu

Not too long ago, when we started using our computer system many of us were afraid of changes to the familiar and comfortable ways of working. Now, we all realize that the computer is such an important and powerful tool.

- Many repetitive functions are replaced with more interesting duties, e.g. time used in the past to do filing is now used to prepare statistical reports, analyze results and better service our clients.
- Data is input at point of sale or as close to the source as possible to increase accuracy.
- Information is timely. We can quickly respond to inquiries with precise answers, e.g. up to the minute account balance can be obtained.

Compare us with last year. We think that we have raised our level of service to you either directly or indirectly. Now we all enjoy our work more than ever before.

Tim Chiu, is Manager of Internal Accounting and can be reached at 978-6458.



Last Call

Last Call is a column appearing periodically in Rapping Paper. Readers with work related problems such as: finding supply sources; locating servicing for equipment; or searching out a specialized service or piece of equipment, are invited to contact Central Services at 978-2587.

We'll research the question and contact you with the answer then print your question and our answer in the next issue of Rapping Paper.

What Does Office Services Stand For?

by Janet Blakely

- O - on time
- F - free pick-up and delivery for those duplicating jobs
- F - friendly, personalized service
- I - inserting done automatically on the Phillipsburg Insertter
- C - client service representative
- E - energetic staff who are always willing to help.

- S - specialized mailing service
- E - enlargements done at our photocopy centres
- R - reliable temporary staff from Temporary Personnel Services
- V - visits from our client service representative
- I - invoices or debit memos delivered with your monthly statement
- C - copy cat duplicating
- E - estimates which are fast and free
- S - saddle stitching for your booklets.

Janet Blakely is the Client Service Representative for Office Services. For more on what Office Services is all about give her a call at 978-8156.

New Accounts

by Lucia Vialva

We welcome the following new account holders:

Dr. Ann McKinnon, Medicine,
Wellesley Hospital

Dr. Harri Elsholtz, Clin. Biochemistry

Dr. M. Wojtowicz, Physiology

Dr. Eric Freeman, Dentistry

Dr. Dan Haas, Dentistry

Dr. John E. Davies, Dentistry

Dr. B.S. Scott, Zoology

Prof. O.J.C. Runnells, Ctr. for Nuclear Engineering

Dr. N.W. Milgram, Life Science,
Scarborough College

Dr. Irving Dardick, Banting Institute

Dr. Helene Meunier, Endocrinology,
HSC

Dr. Vincent Giguere, Endocrinology,
HSC

Dr. Edward Conway, TWH

Dr. Joseph Culotti, Med. Genetics,
MSH

Dr. Robert S. Kerbel, Research Inst.,
MSH

Drs. Tenenbaum/Pritzker, Pathology,
MSH

Development & Alumni Information
Yonge Street Mission

Ministry of Solicitor General

Ontario College of Pharmacists

Hospital Council of Metro Toronto

Lucia is Supervisor of Accounts Receivable in Internal Accounting. She will be glad to help you set up a new account. Call her at 978-7592.

Faculty of Dentistry

Quick Facts

Dean: A. Richard Ten Cate

Departments, Divisions, Institutes: none

Locations: 124 Edward Street in the heart of Chinatown. There is also a group doing research on periodontal physiology at MSB. The Faculty runs clinics in northern Ontario at Moose Factory and Sioux Lookout to serve the native populations there. The National School of Dental Therapy is located in Prince Albert, Sask., and trains dental therapists to provide primary dental care to natives in isolated areas of northern Canada.

Admission Standards: Two years of university with an acceptable g.p.a. (currently a minimum of 2.7 is necessary) with full first year courses with a laboratory component in biology, chemistry, physics and organic chemistry.

Enrolment:

Full-time graduate and post-graduate: 74
Part-time graduate and post-graduate: 16
Full-time interns: 27
Full-time undergraduate: 390

Degrees Granted: D.D.S., B.Sc.D. (D.H.), M.Sc., Ph.D., Diplomas in nine postgraduate speciality areas.

Staff:

Academic staff: 67
Clinic demonstrators (part-time): 250
Administrative staff: 141

Famous Faculty and Alumni: C.N. Johnson (1881) was known on two continents as a successful practitioner, a world-renowned author and a teacher of exceptional merit; J.C.G. Adams was the father of Dental Public Health in Canada; W.G. Thompson (1899), manager of the Hamilton Tigers, dentist to the famed Dionne quintuplets and co-founder of the Canadian Army Dental Corps; H.K. Box, the father of dental research in Canada; Harry Parrott, Minister of Colleges and Universities and Minister of the Environment in the Ontario Provincial Government; and last but not least, President Connell's father and mother!



Other Interesting Facts: The clinical education of a dental student is carried out mainly in the Faculty's dental clinics, where the full range of dental services are provided. There are at least 25,000 patient visits per year to the general clinics which keep the 250 dental chairs in the Faculty almost continuously booked. Because of its location to the south of the main campus, Dentistry has developed as a very close knit and independent unit. Located in the Faculty are the largest dental library in Canada, the only dental museum in Canada, and complete and very sophisticated television and photography studios. Every other year, the staff have a Christmas Bazaar to raise money for a worthwhile charity. It is well attended by students and staff and typically raises a few thousand dollars. The Dental Students' Society produces an annual revue "Dentantics" which is entertaining even for the dentally unsophisticated. The D.S.S. has also resurrected the students' Dental Journal which is produced by our students and distributed to dental students across Canada. One final bit of trivia.... Dentistry has a patron saint. Apollonia of Alexandria was a Christian martyr in 250 A.D. who had all her teeth pulled out and then leapt into the flames rather than renounce her faith! She is known as St. Apollonia, patroness against toothache and all diseases of the teeth.

NEW STAFF

Joanne Raines



Joanne Raines joined Central Services as Manager of Office Services in November and is enjoying her new role at the University. Her business experience includes many years as Office Co-ordinator at the Ontario Dental Association. Joanne's expertise, gained through many varied responsibilities including office automation, personnel, purchasing, membership services, office/property and production centre management will be an asset to Central Services.

Office Services encompasses Copy Cat Duplicating, many departmental as well as satellite photocopy centres, Specialized Mailing Service, Mail Sorting and Metering Service. As you can see, Joanne enjoys a challenge and juggles all of the above with her busy life as a mother. For relaxation, Joanne enjoys gardening, handicrafts, reading and travelling with her family. Recently they enjoyed a spectacular vacation to the Grand Canyon.

If you would like Office Services to investigate new services or equipment or have recommendations to improve their current services give Joanne a call at 978-4427.

George Won



George Won has joined Central Services as Assistant Accounting Manager. George is not new to the University of Toronto, since he earned his Bachelor of Commerce and Master of Business Administration here. He has served in a number of positions of increasing responsibility within the government sector. This included the City of Toronto and Revenue Canada. His extensive experience in tax and non-profit organizations will definitely be an asset to our division.

What Is Central Services?

A group of services available to the University, teaching hospitals and non-profit community. Services include:

- Copy Cat Duplicating Centre
- The Materials Distribution Centre
- Mail Sorting and Metering
- Specialized Mailing
- Photocopy Consulting
- Photocopy Services
- Temporary Personnel

Call Bobbie Doucet at 978-2587 for information about any of these services or if you require any additional service.

Laura Fitzsimmons



Laura is the new Assignment Representative for Temporary Personnel Services. She comes to TPS with prior experience as a personnel consultant for a downtown temporary service. Laura has a Bachelor's degree in Political Science from the University of Western Ontario and is presently working towards her Certificate in Personnel Management, here at the School of Continuing Studies. Laura loves the personnel field and hopes to continue her career in it, well into the future!

